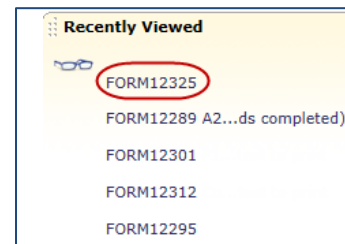


# Procurement Complaint Form Instructions

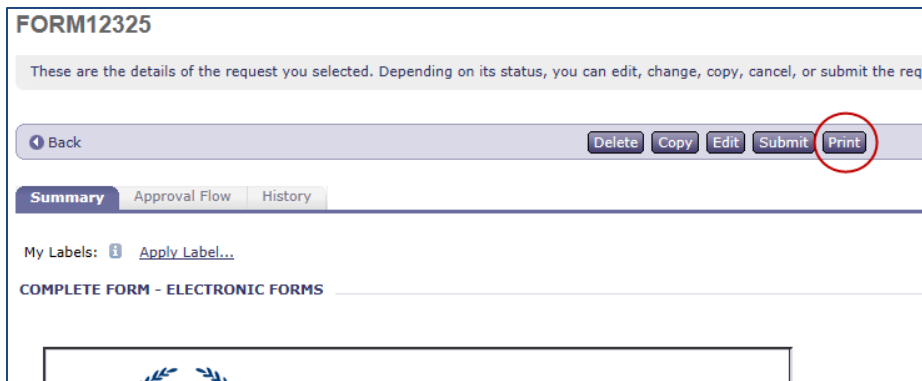
1. Complete all required fields, including adding the correct vendor name in the TITLE field.
2. After all information has been accurately entered, click the EXIT button, then click Save this request. (DO NOT CLICK SUBMIT BUTTON)




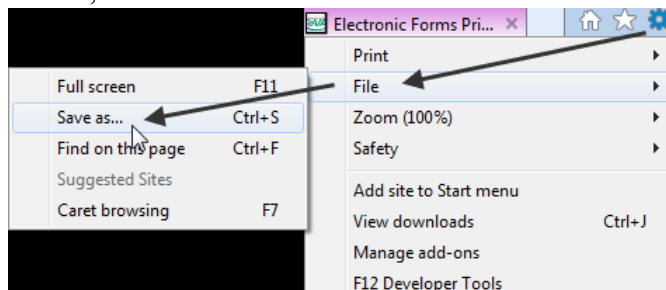
4. Once returned to the eMall Home Page, go immediately to your Recently Viewed pane and click on the eForm just created.



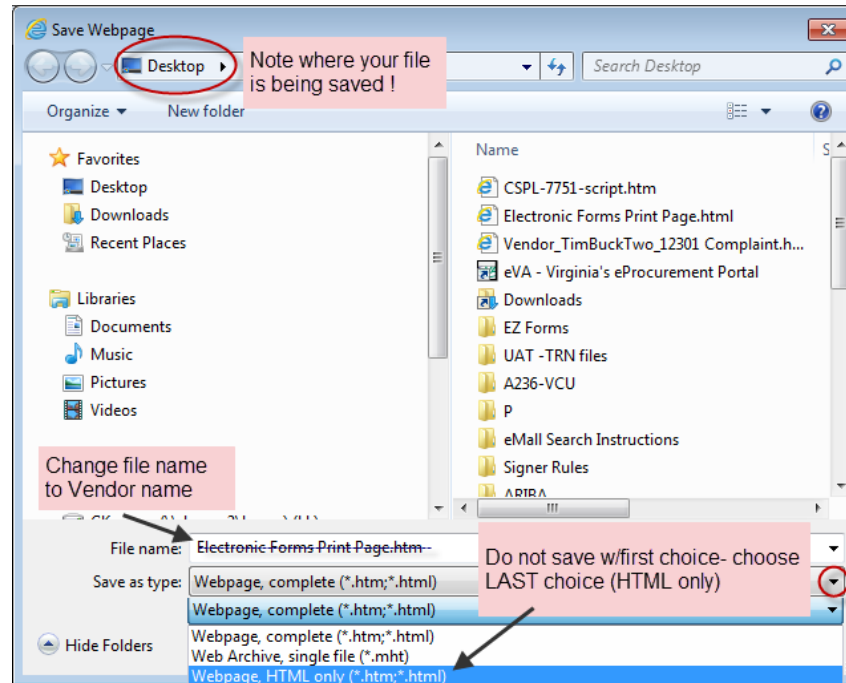
5. When the form opens, click the PRINT button.



6. When the PRINT version of the eForm renders to your screen, click the Tools icon at top right of your screen  as shown below, then click File, then 'Save as'.



7. Save your file with the *vendors* name and ensure you save it as a Webpage, HTML only (\*.htm;\*.html) file.



8. Compose an email to the vendor with the following text:

*Attached is a formal complaint to be filed with the State of Virginia detailing the stated offense for VA Purchase Order#/Contract# [insert proper #].*

*You MUST submit your written response with 10 days of receipt of this notification to my email address indicating the Counter measures/Corrective action to be taken.*

*Include the State Compliance Officer on your response at  
PROCUREMENTCOMPLAINT@DGS.VIRGINIA.GOV*

9. Attach the saved eForm complaint file to your outgoing email and make a notation on your calendar of the expected due date of vendor response.

10. Upon receipt of the vendor's response:

- Save the vendor's response and any attachments.
- Access eVA eMail and reopen your Complaint eForm (*should be in composing status*)
- Click Edit button and enter the complaint status (e.g. Closed, Withdrawn, Active) at the end of the TITLE information.
- Attach all communication from the vendor, including any submitted files.
- Submit the eForm.

*NOTE: The eForm will flow into the office of the VA Compliance Officer for review and approval.*